

FIG. 1a

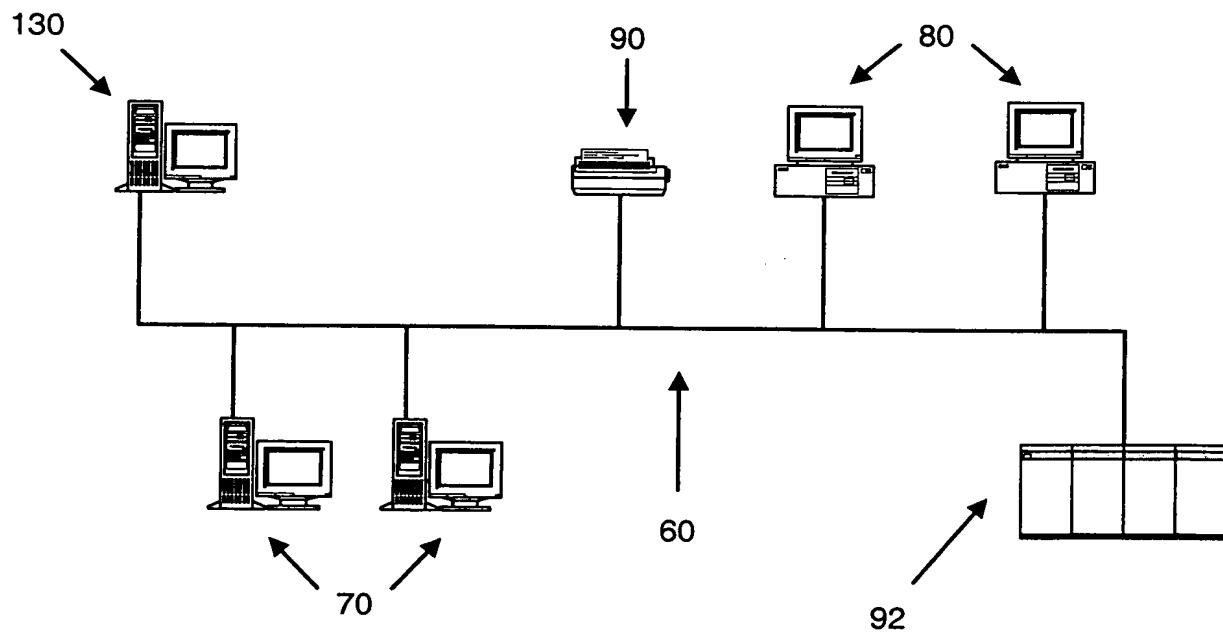


FIG. 1b

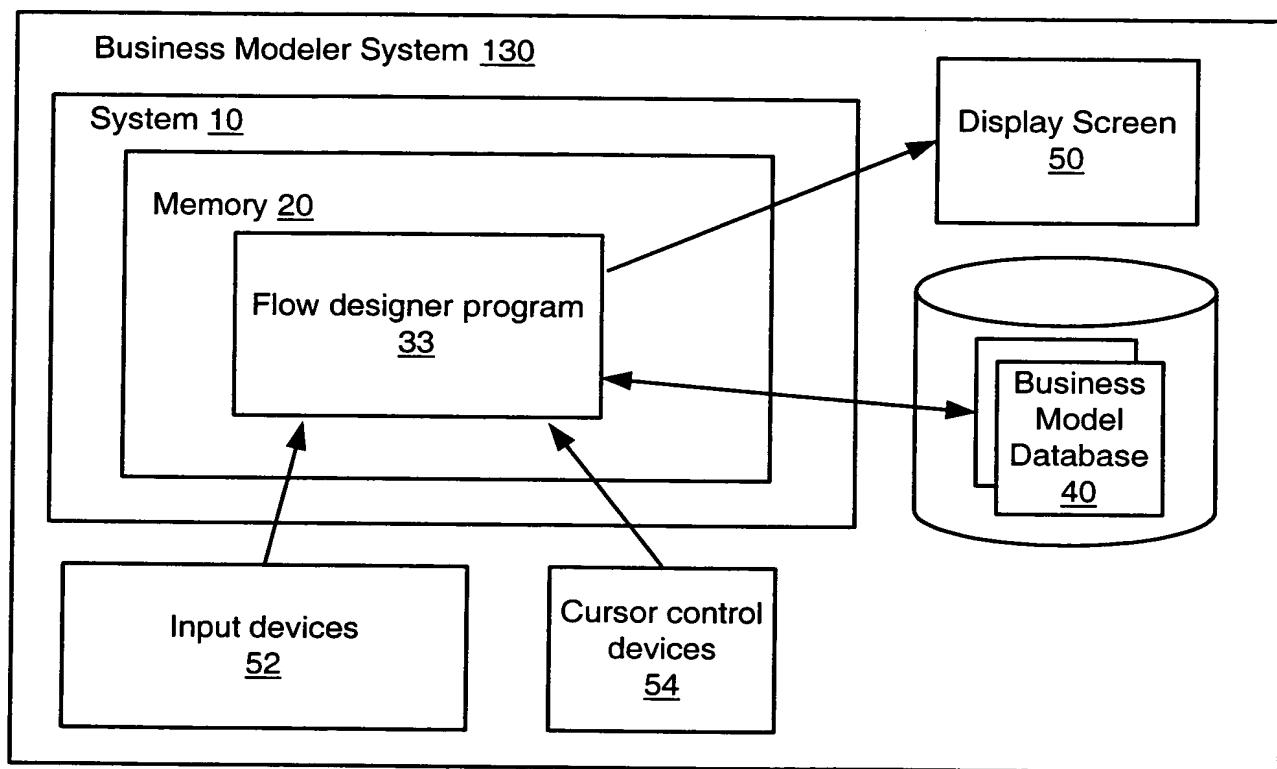


FIG. 1c

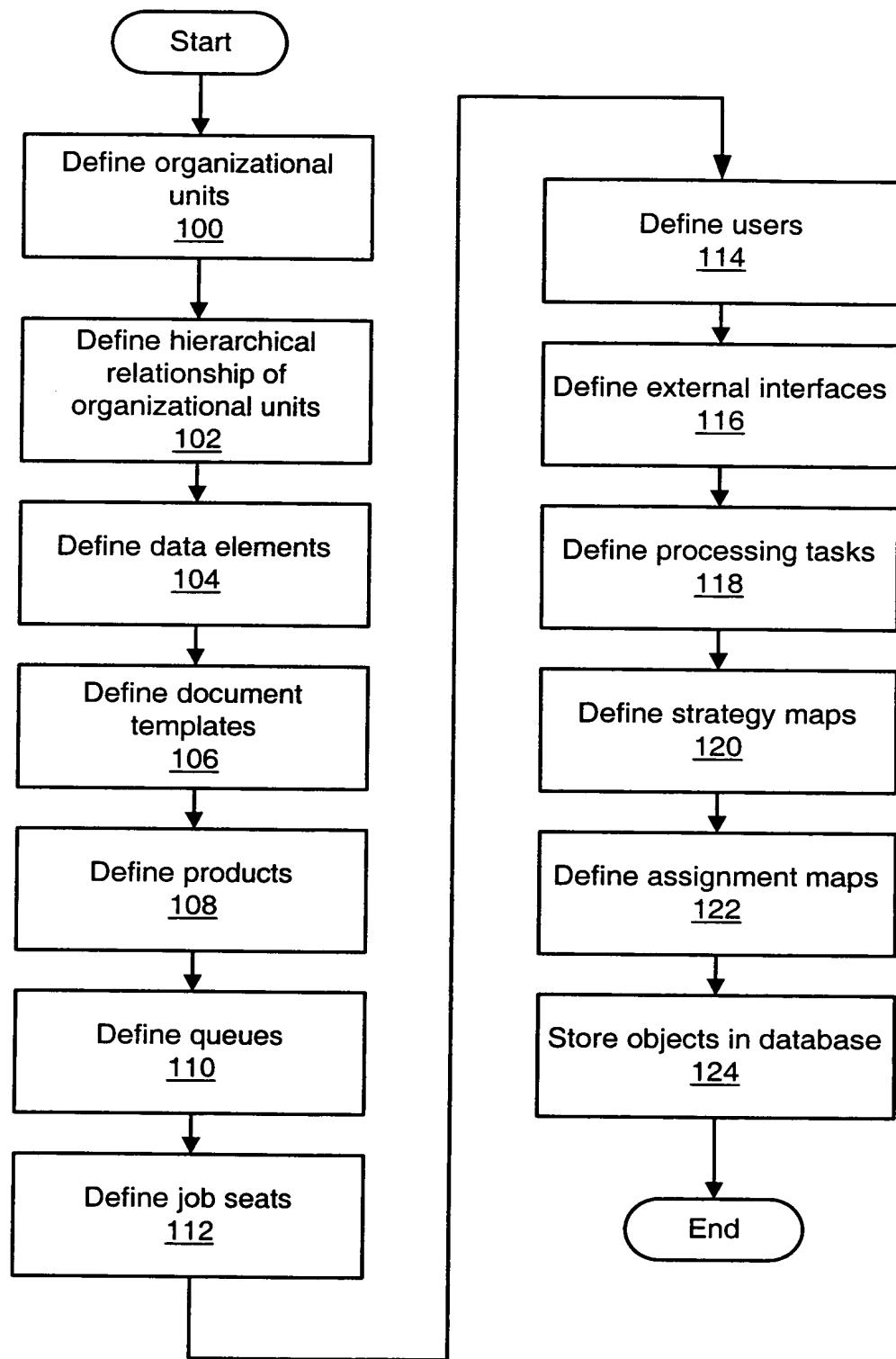


FIG. 2a

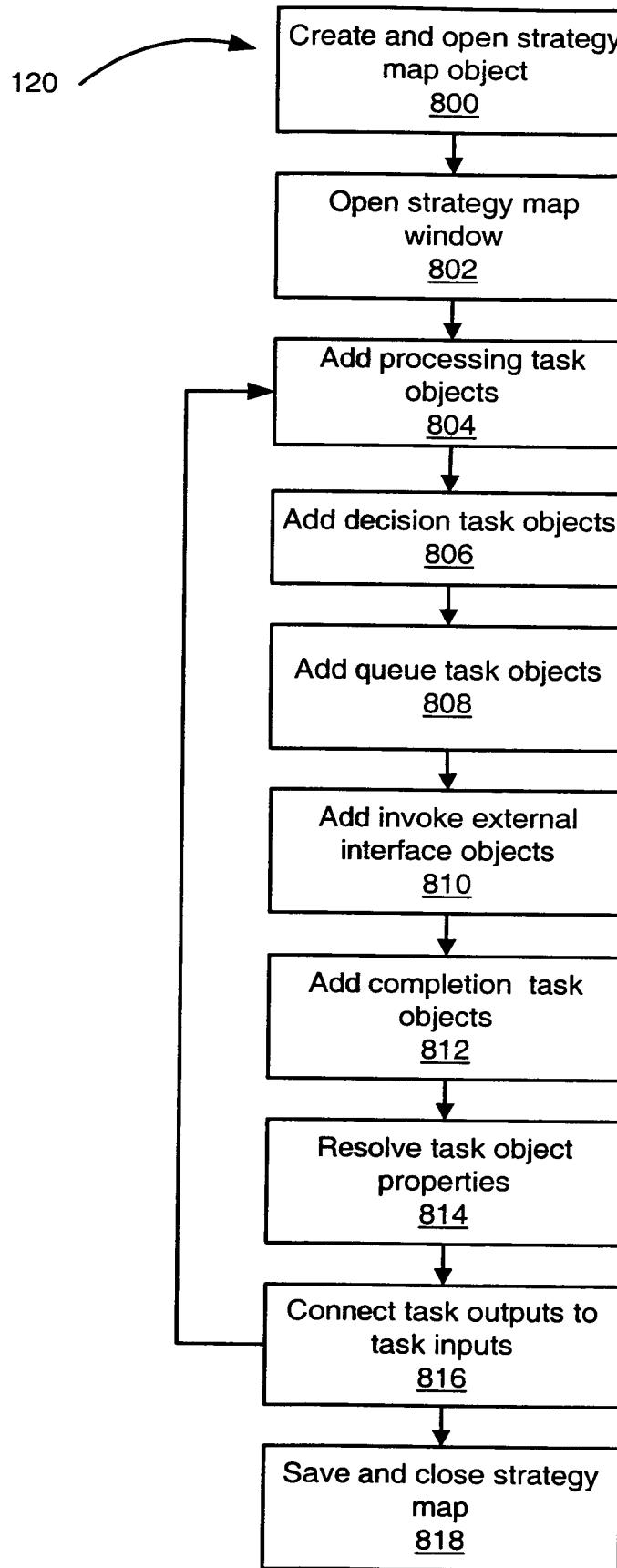


FIG. 2b

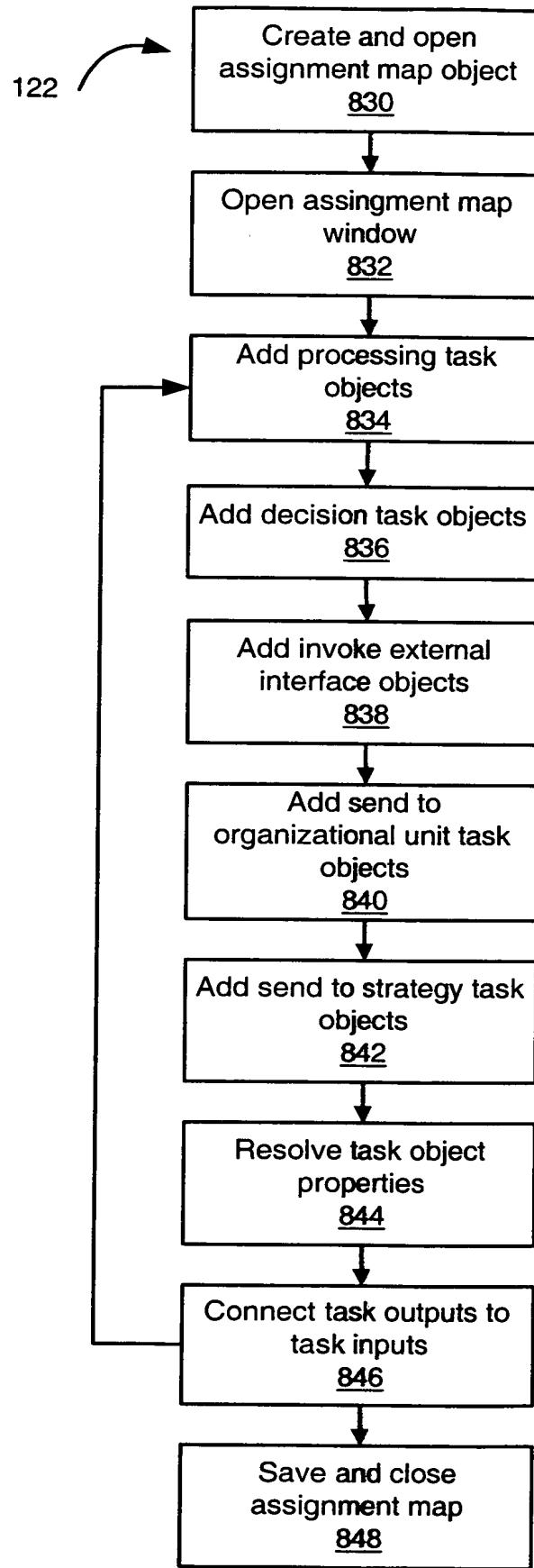


FIG. 2c

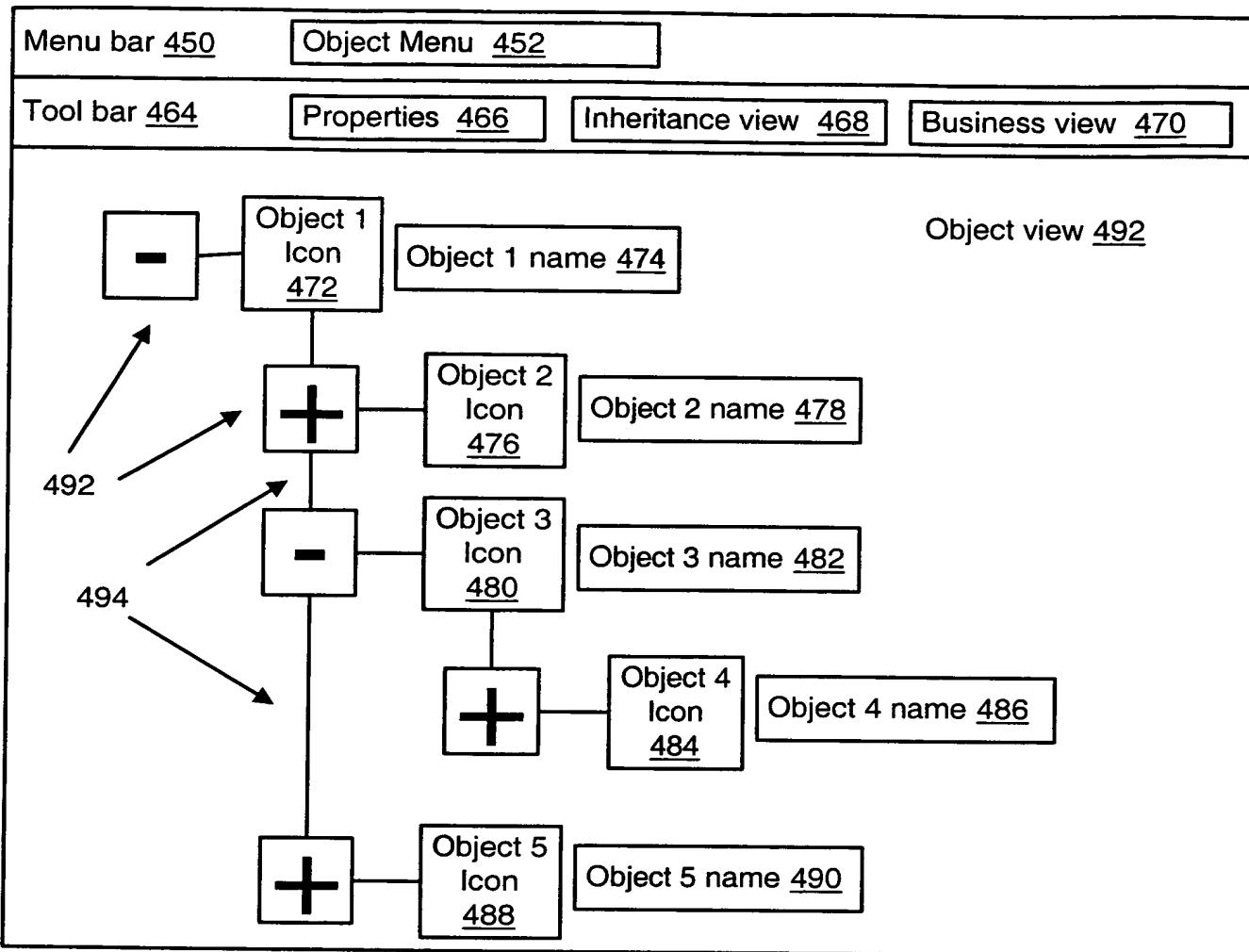


FIG. 3a

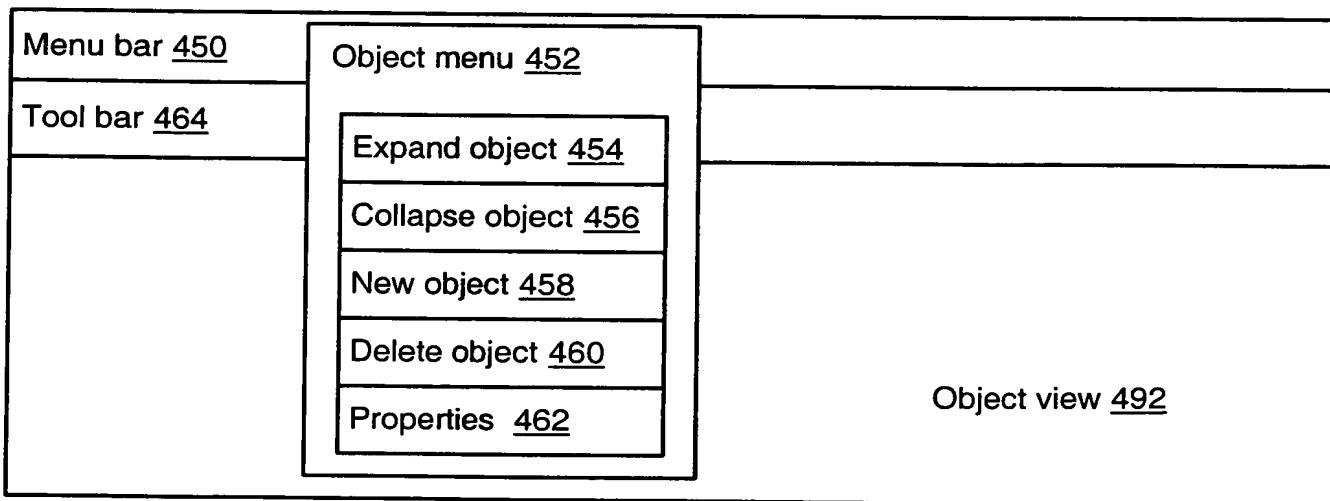


FIG. 3b

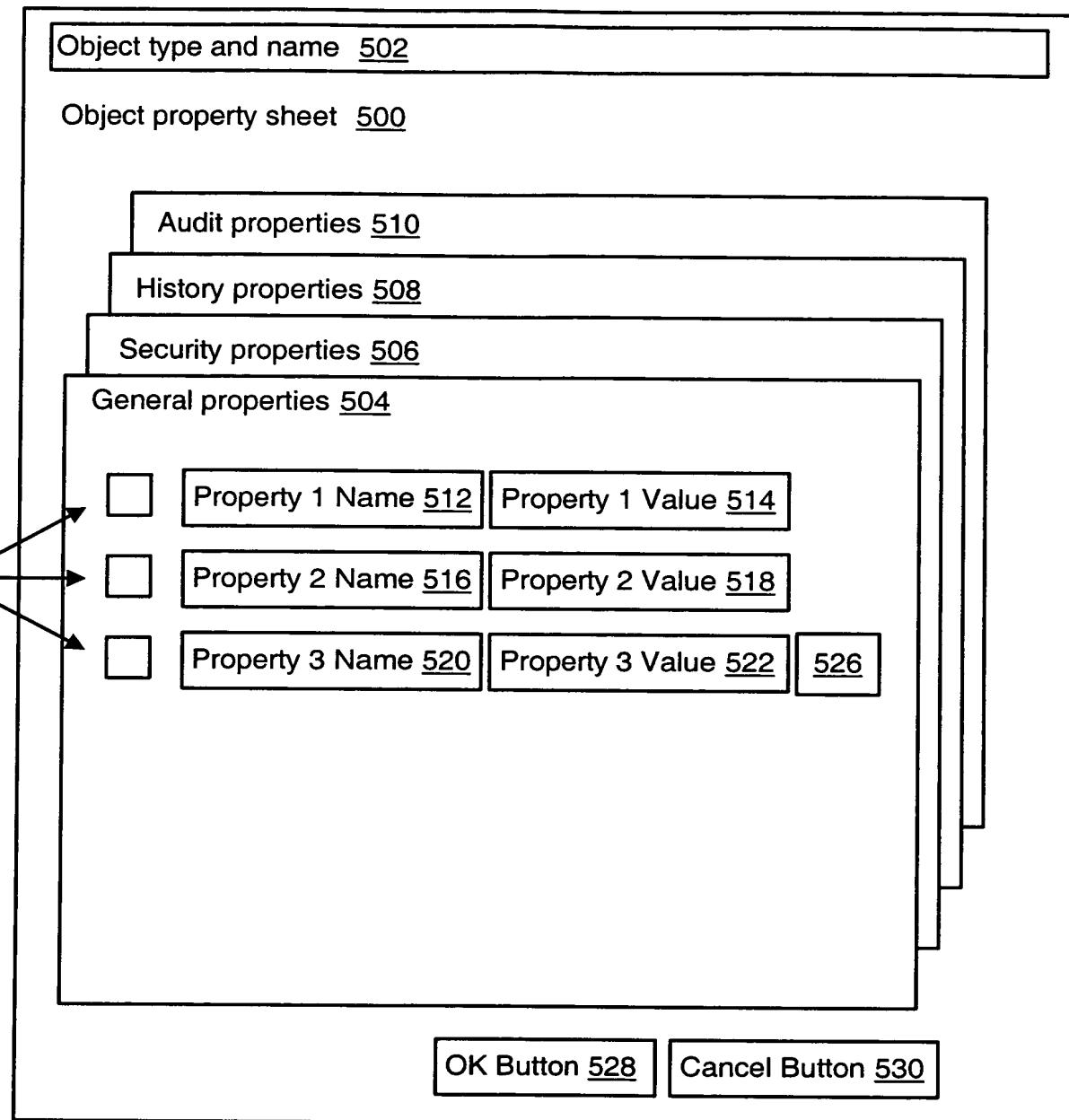


FIG. 4

Business Modeler System 130

Inheritance View 132

Business Modeler Desktop 134

Shared channels 136

Shared document templates 138

Shared data elements 140

Shared external interfaces 142

Shared processing calendars 144

Shared processing tasks 146

Users 148

FSO Systems 150

FIG. 5a

Business Modeler System 130

Inheritance View 132

Business Modeler Desktop 134

FSO Systems 150

Account acquisition 152

Organizational unit 154

Organizational unit 156

Organizational unit 158

Organizational unit 160

Organizational unit 162

Account collections 164

Organizational unit 166

Organizational unit 168

FIG. 5b

Business Modeler System 130

Inheritance View 132

Account acquisition 152

Organizational unit 154

Document templates 170

Products 172

Processing tasks 174

Master Assignment 176

Strategies 178

Queues 180

Job seats 182

Organizational unit 156

Organizational unit 160

FIG. 5c

Business Modeler System 130

Inheritance View 132

Account collections 164

Organizational unit 166

Agencies 184

Queues 186

Processing tasks 188

Master Assignment 190

Strategies 192

Job seats 194

Data elements 196

Document templates 198

FIG. 5d

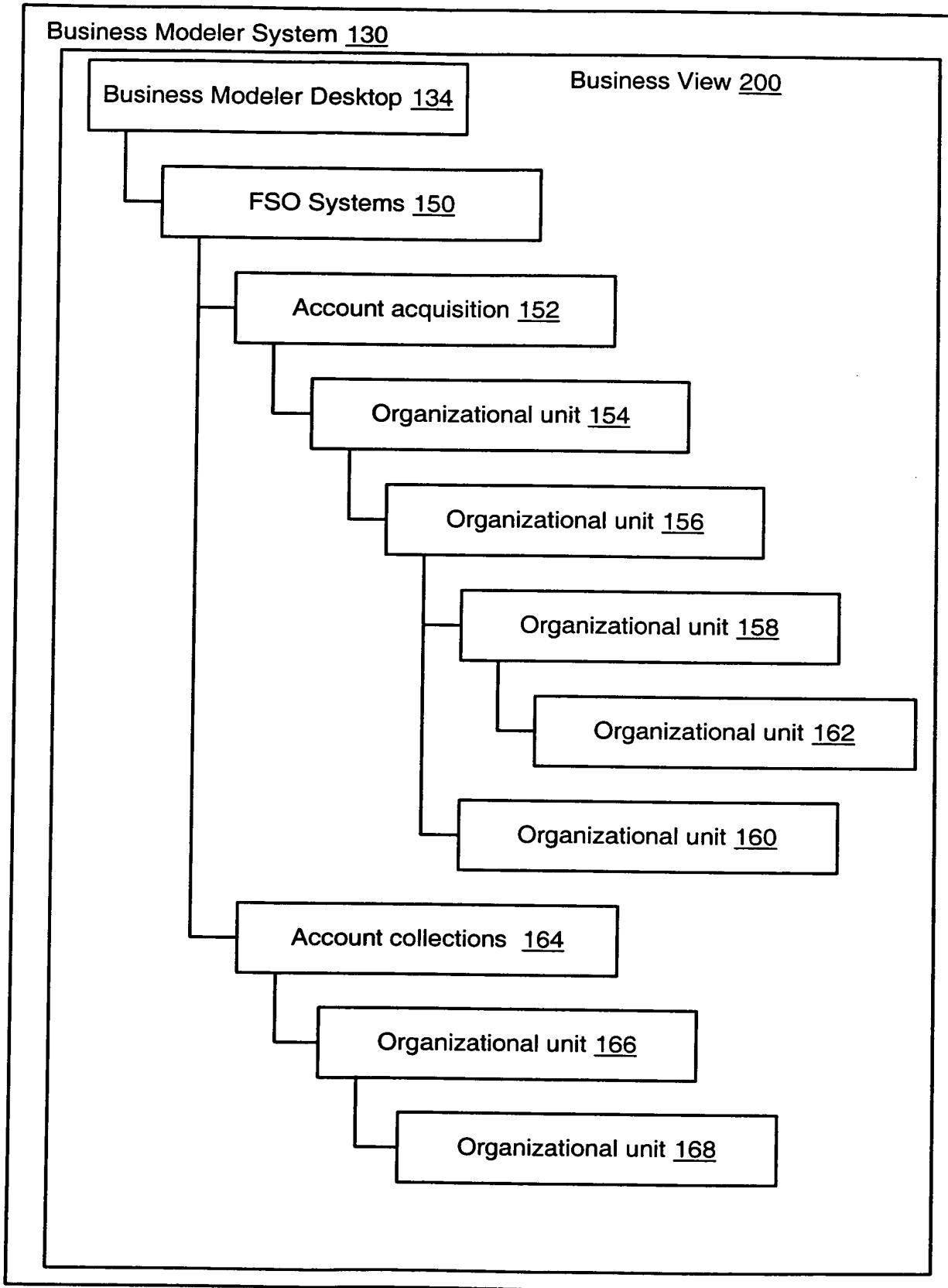


FIG. 6a

Business Modeler System 130

Business View 200

Account acquisition 152

Organizational unit 154

Document templates 170

Products 172

Processing tasks 174

Master Assignment 176

Strategies 178

Processing calendar 206

Queues 180

Job seats 182

External interfaces 208

Organizational unit 156

FIG. 6b

Business Modeler System 130

Business View 134

Account collections 164

Organizational unit 166

Agencies 184

Data elements 196

Document templates 198

Processing tasks 188

Master Assignment 190

Strategies 192

Processing calendar 210

Job seats 194

Queues 186

External interfaces 212

Organizational unit 168

FIG. 6c

Business Modeler System 130

Document Template Design 230

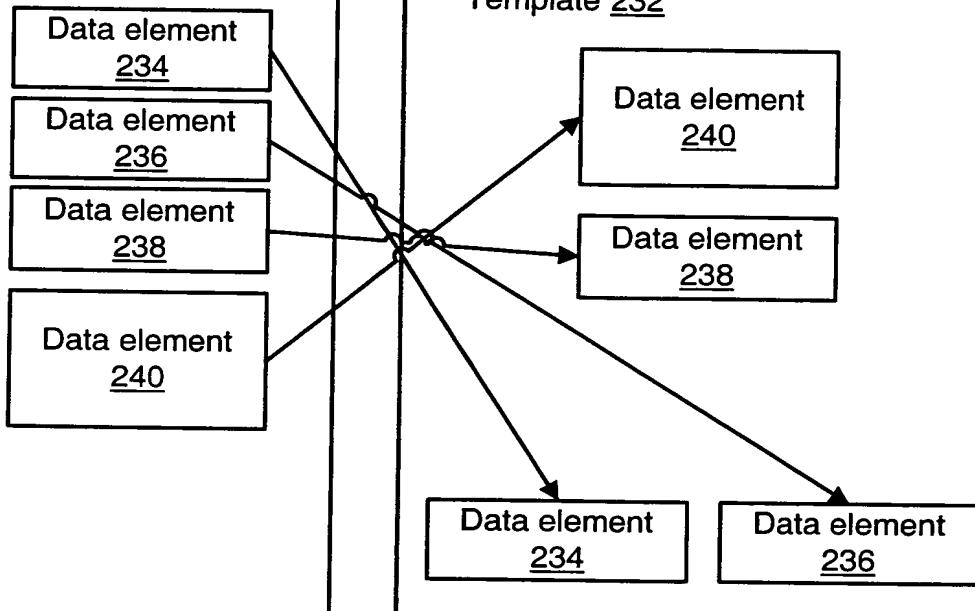


FIG. 7

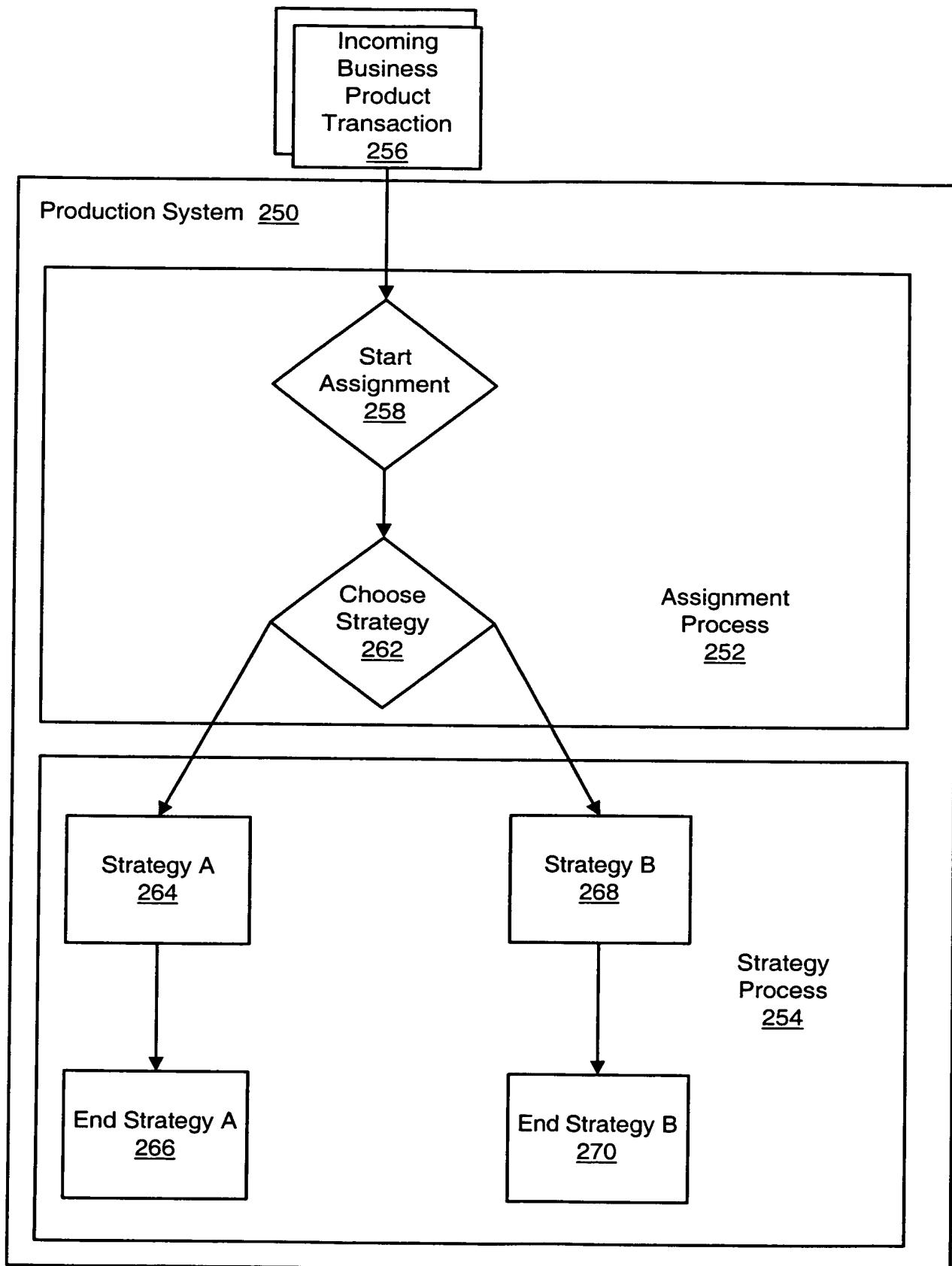


FIG. 8a

Business Modeler System 130

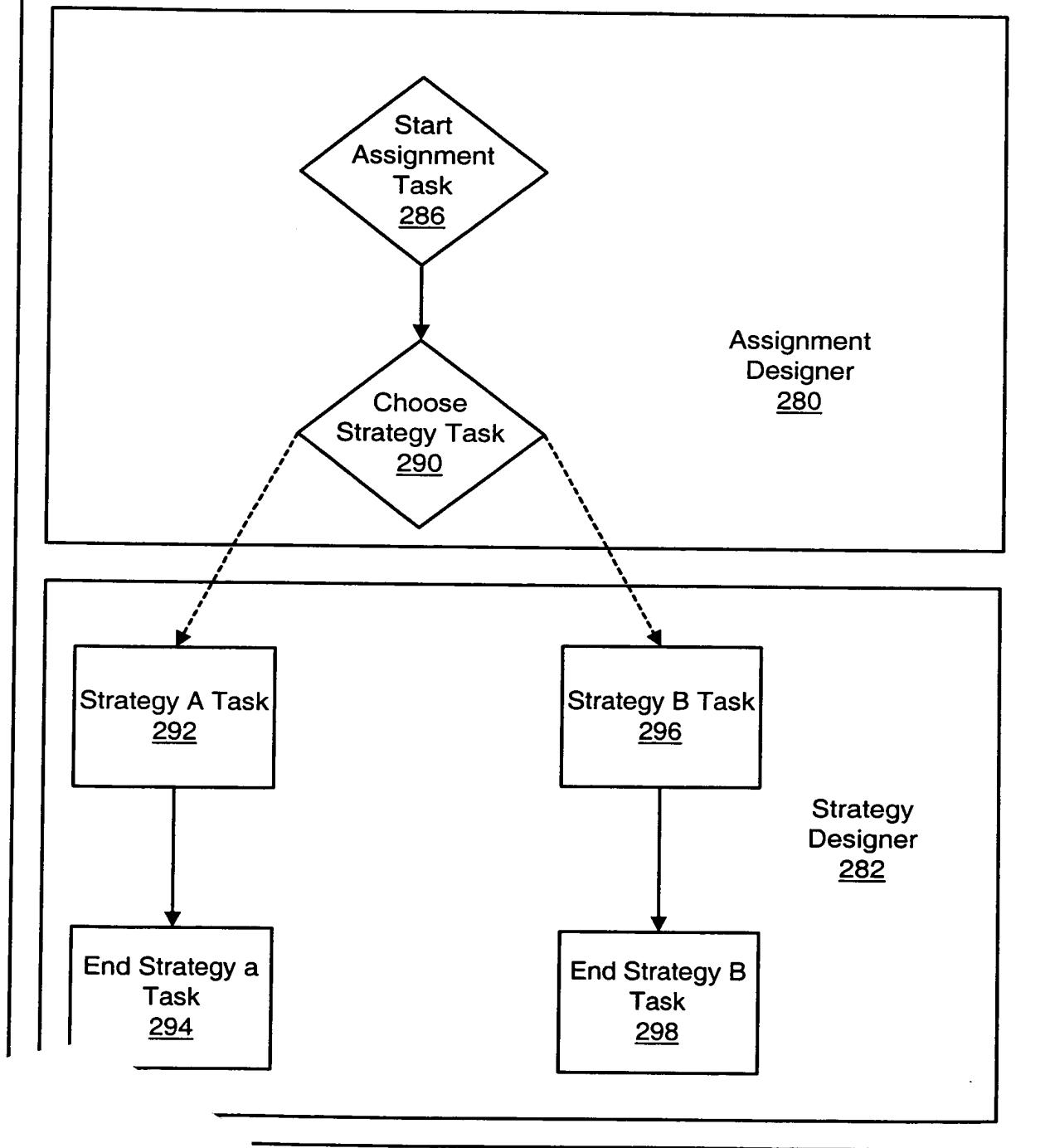


FIG. 8b

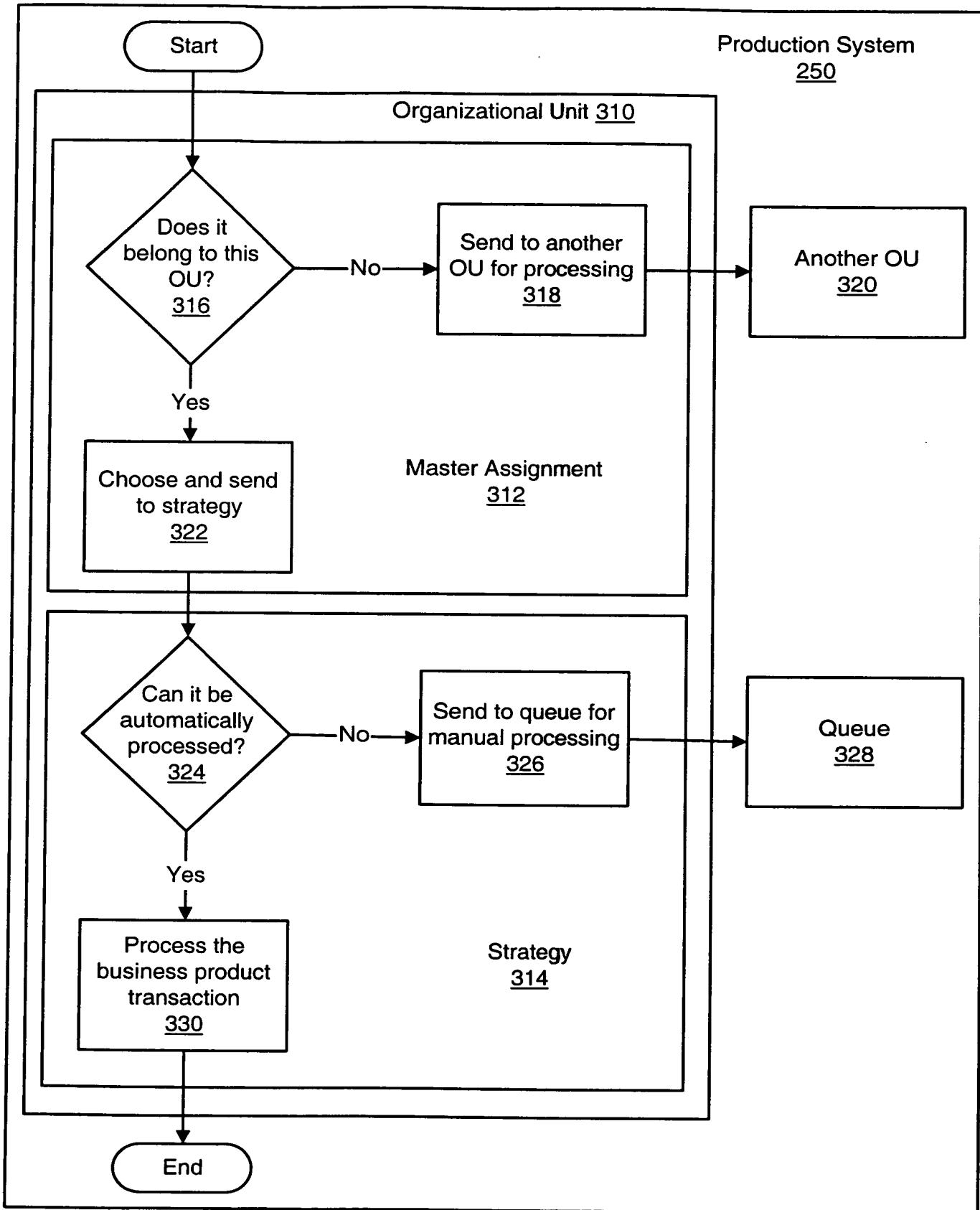


FIG. 9

Business Modeler System 130

Assignment Designer 280

Organizational Unit A Master Assignment 340

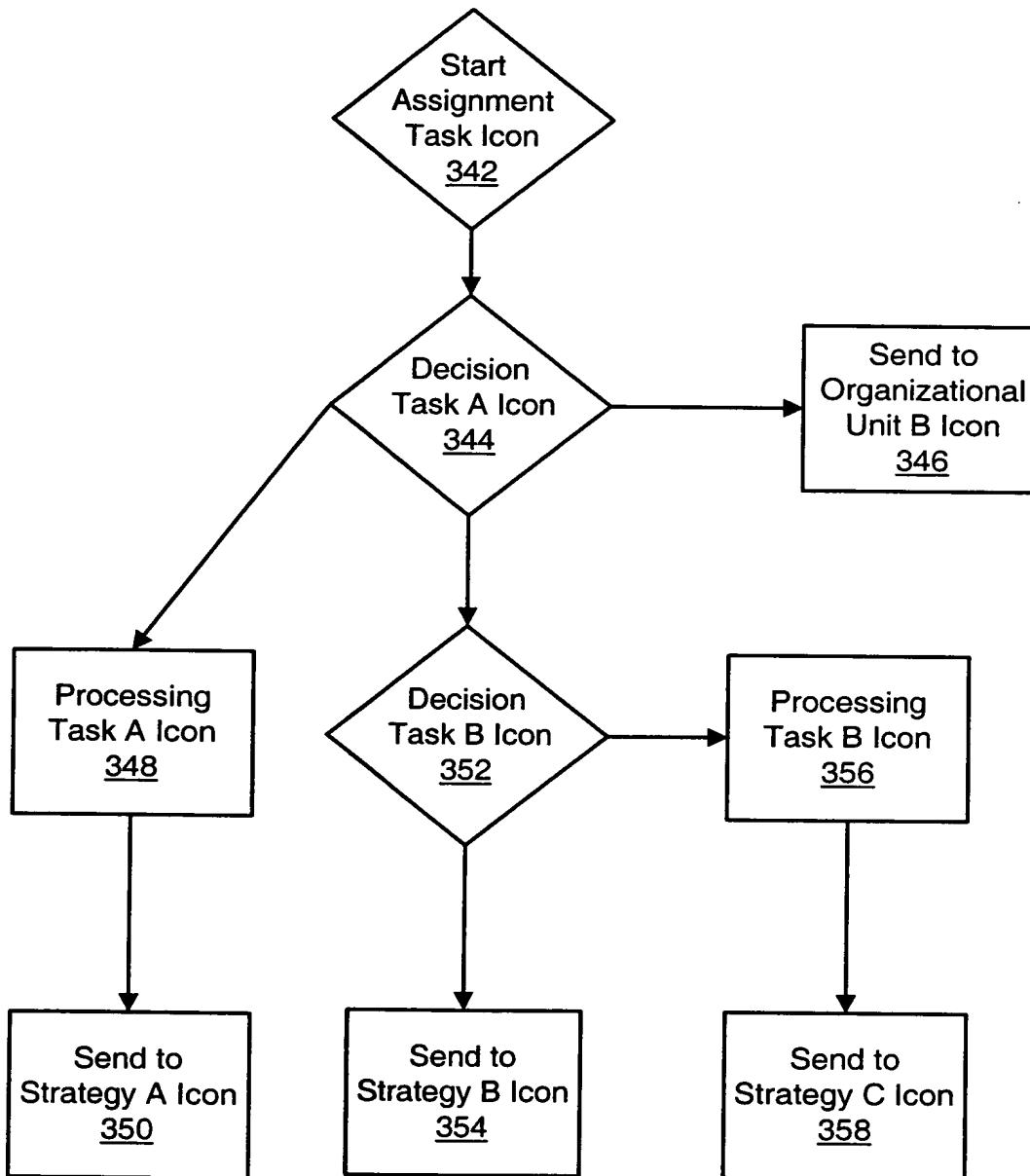


FIG. 10

Business Modeler System 130

Strategy Designer 282

Organizational Unit A Strategy A 360

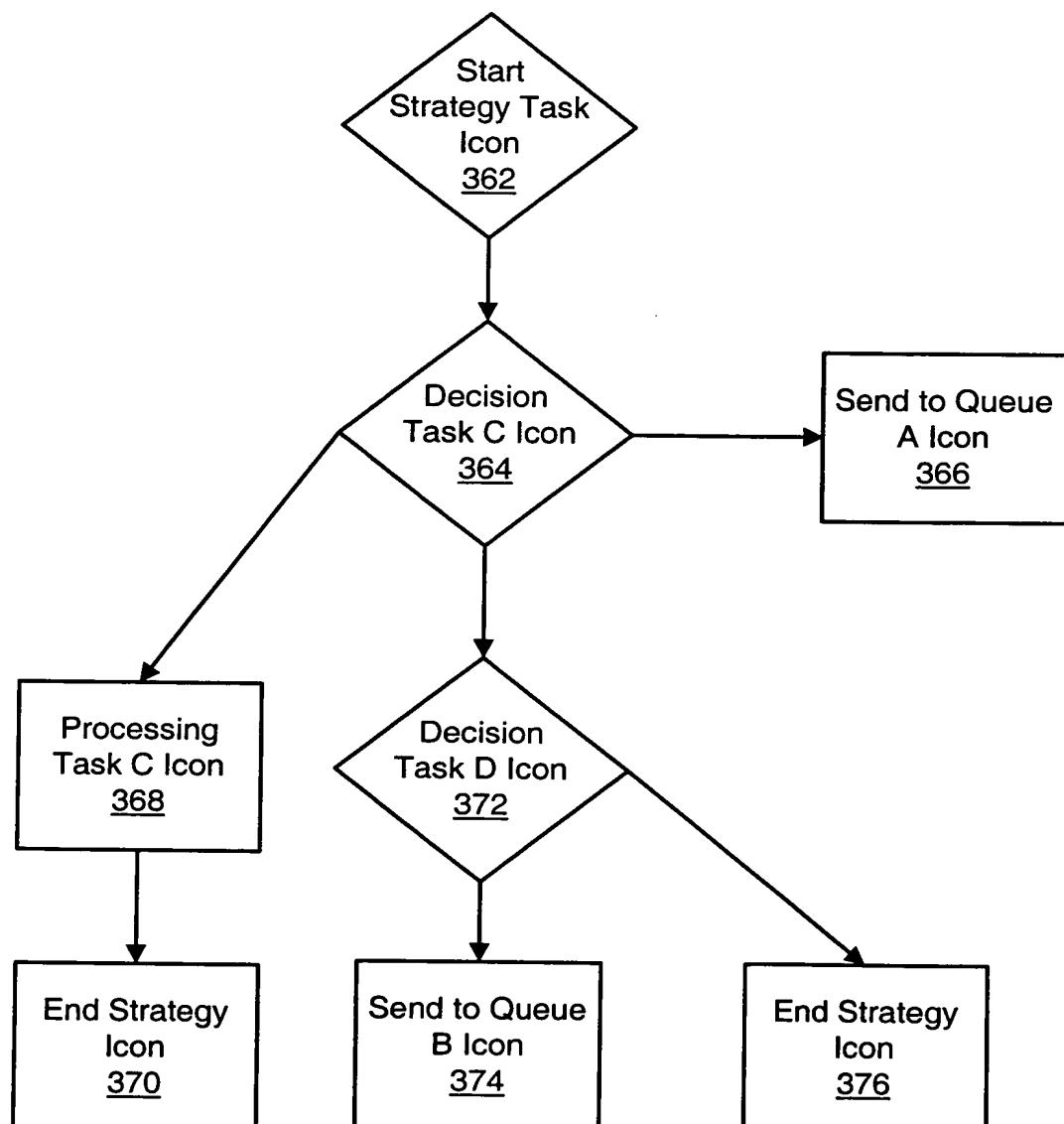


FIG. 11

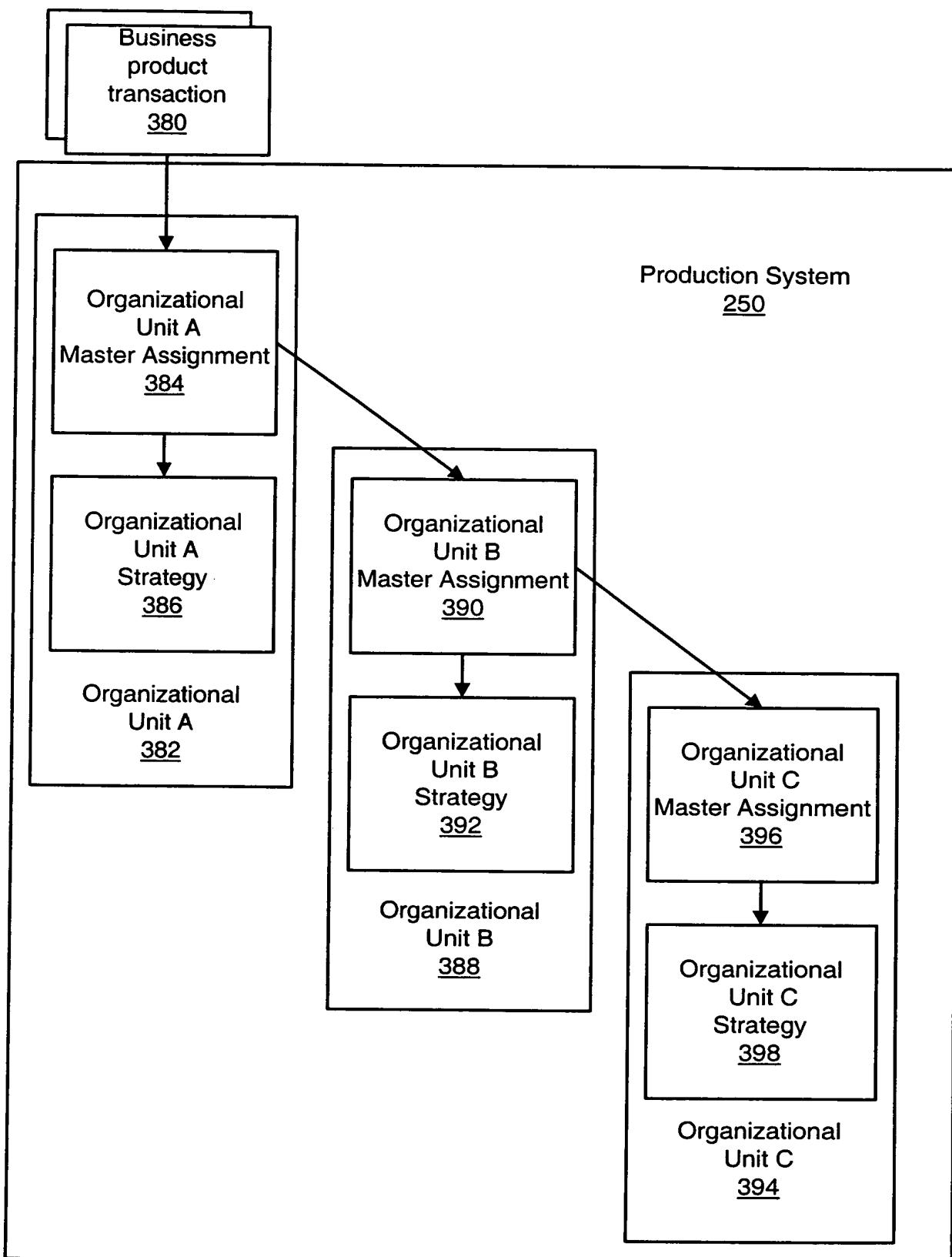


FIG. 12

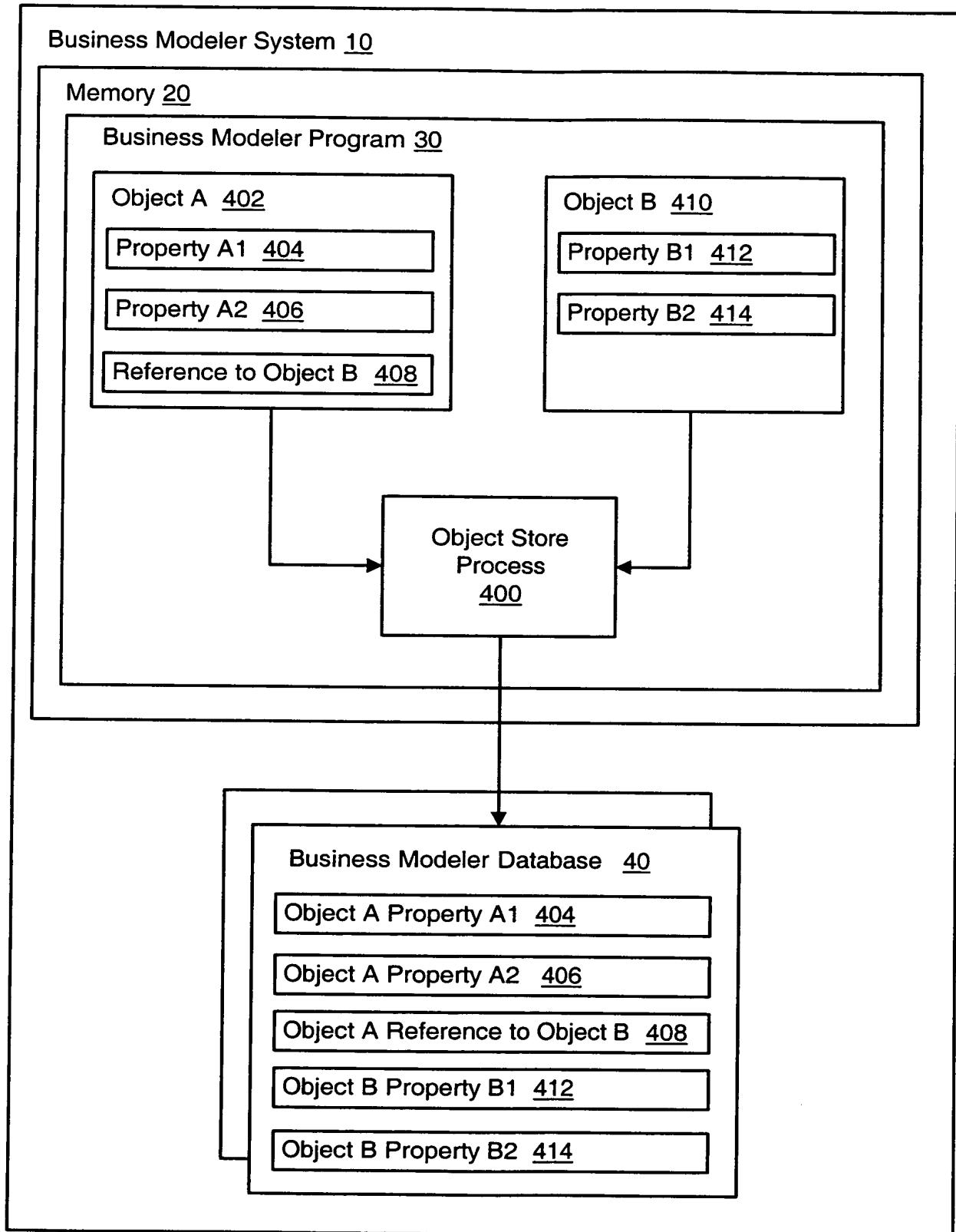


FIG. 13

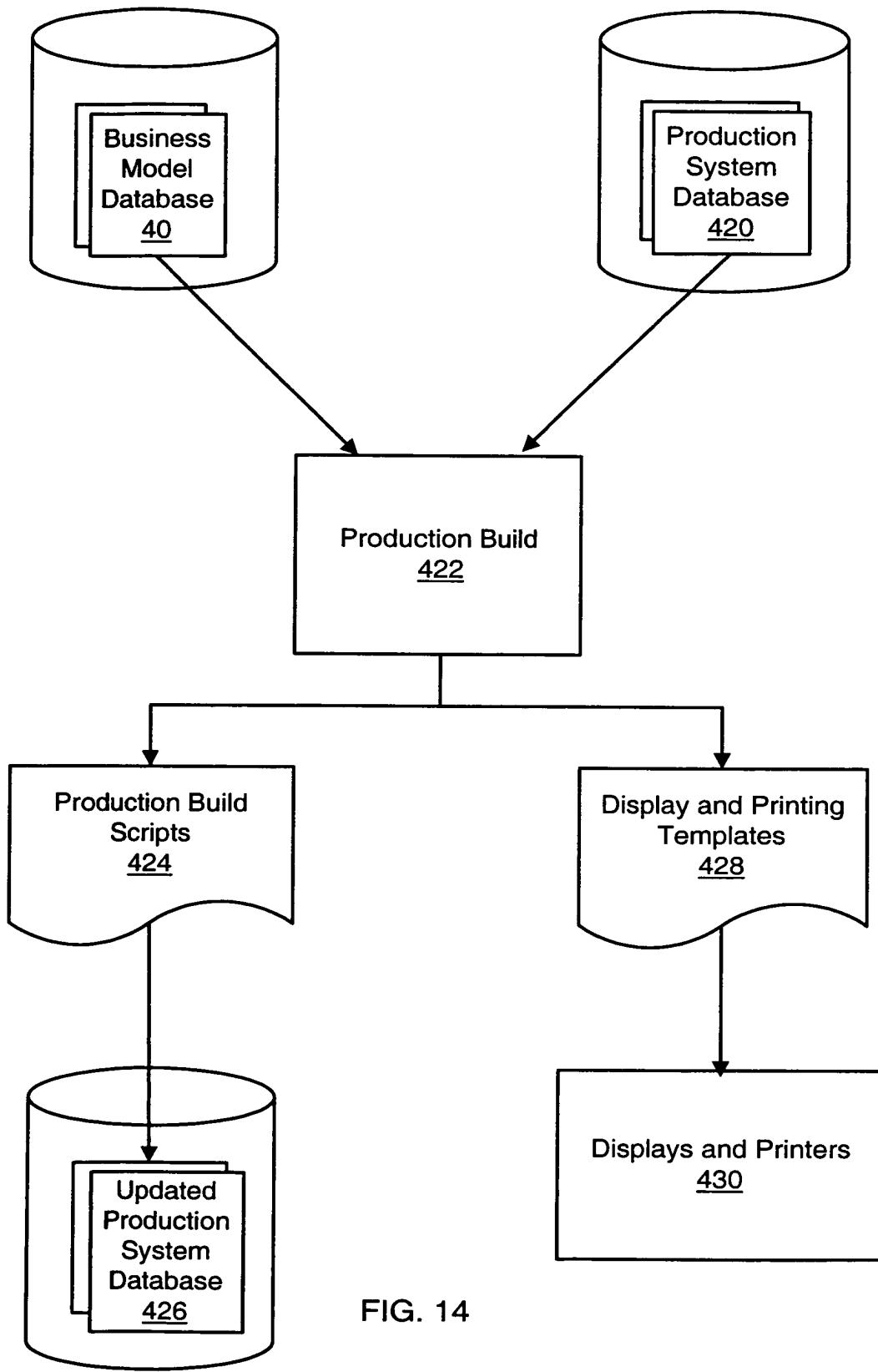


FIG. 14

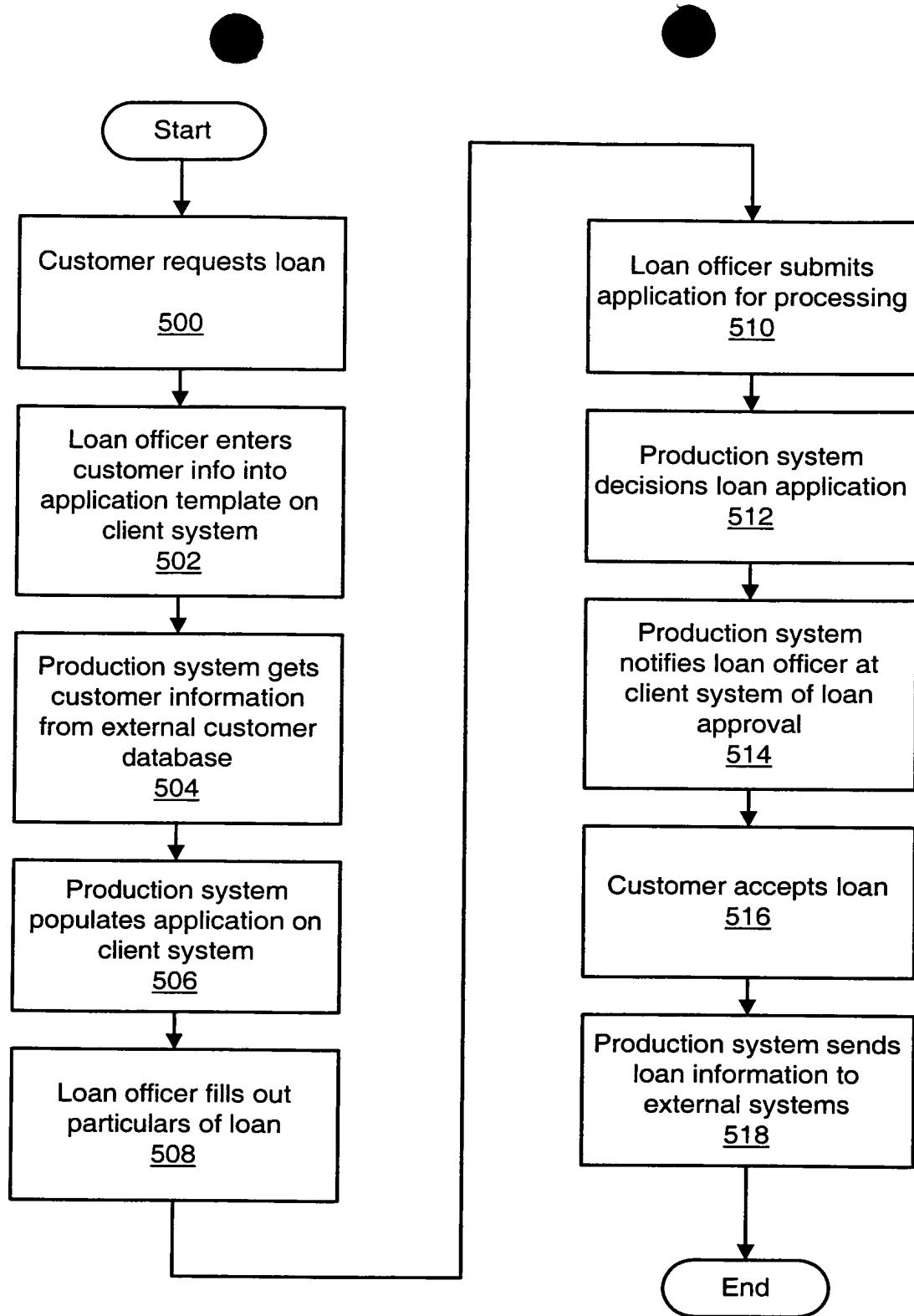


FIG. 15

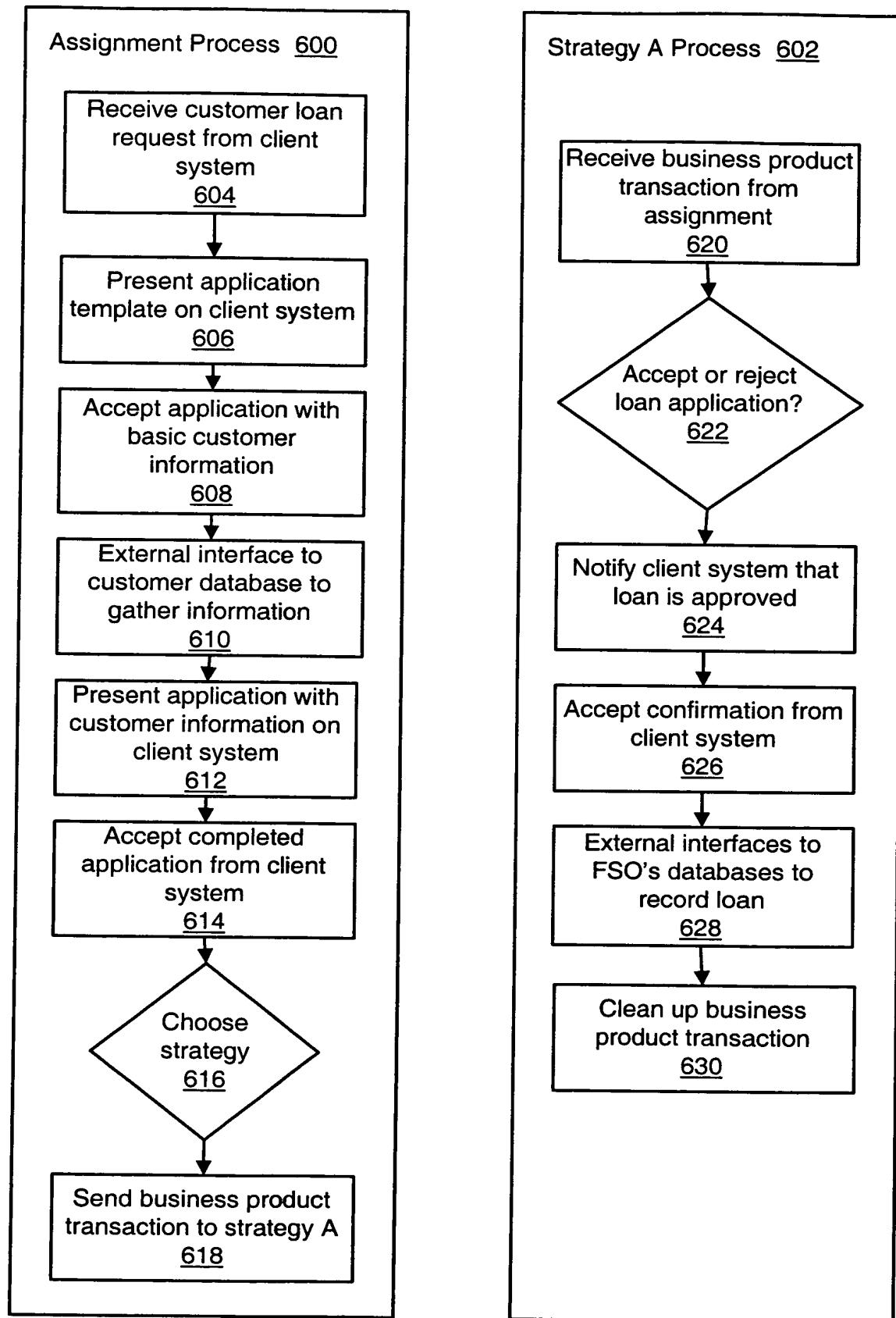


FIG. 16

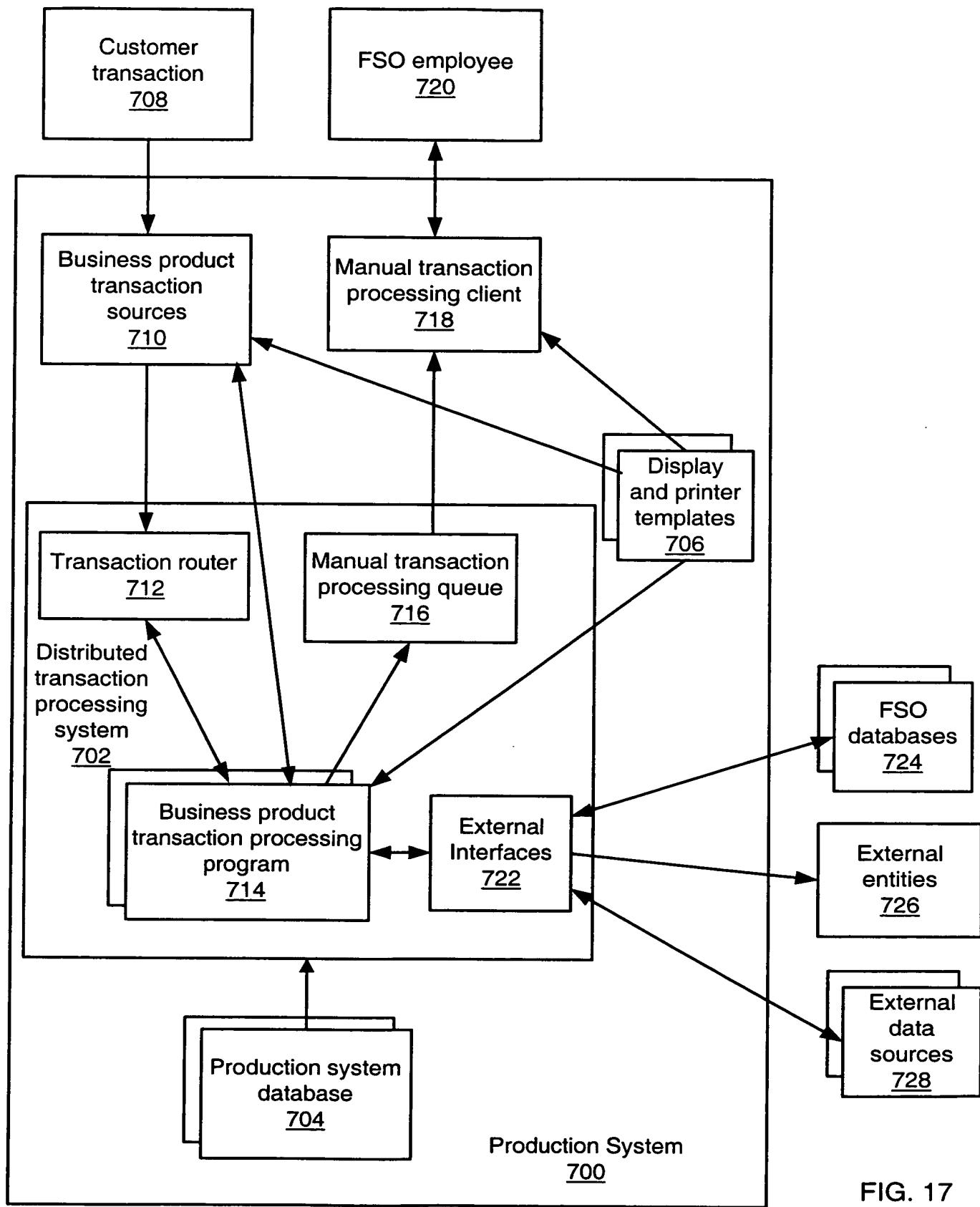


FIG. 17

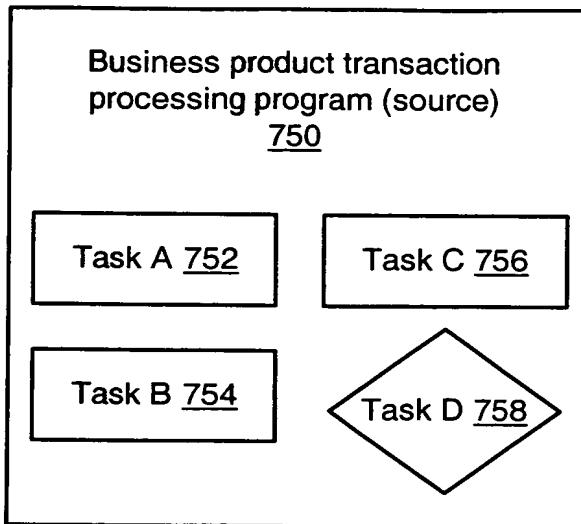


FIG. 18a

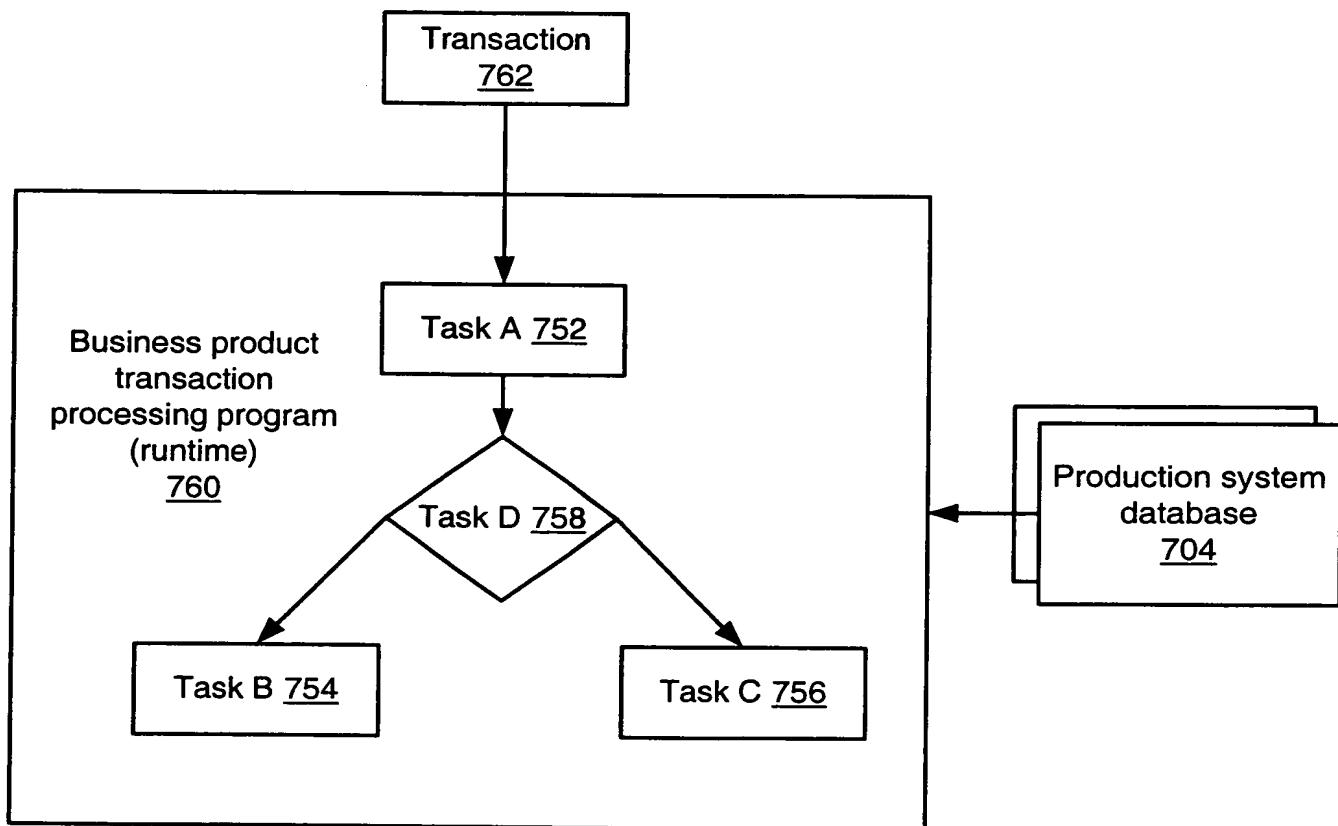


FIG. 18b

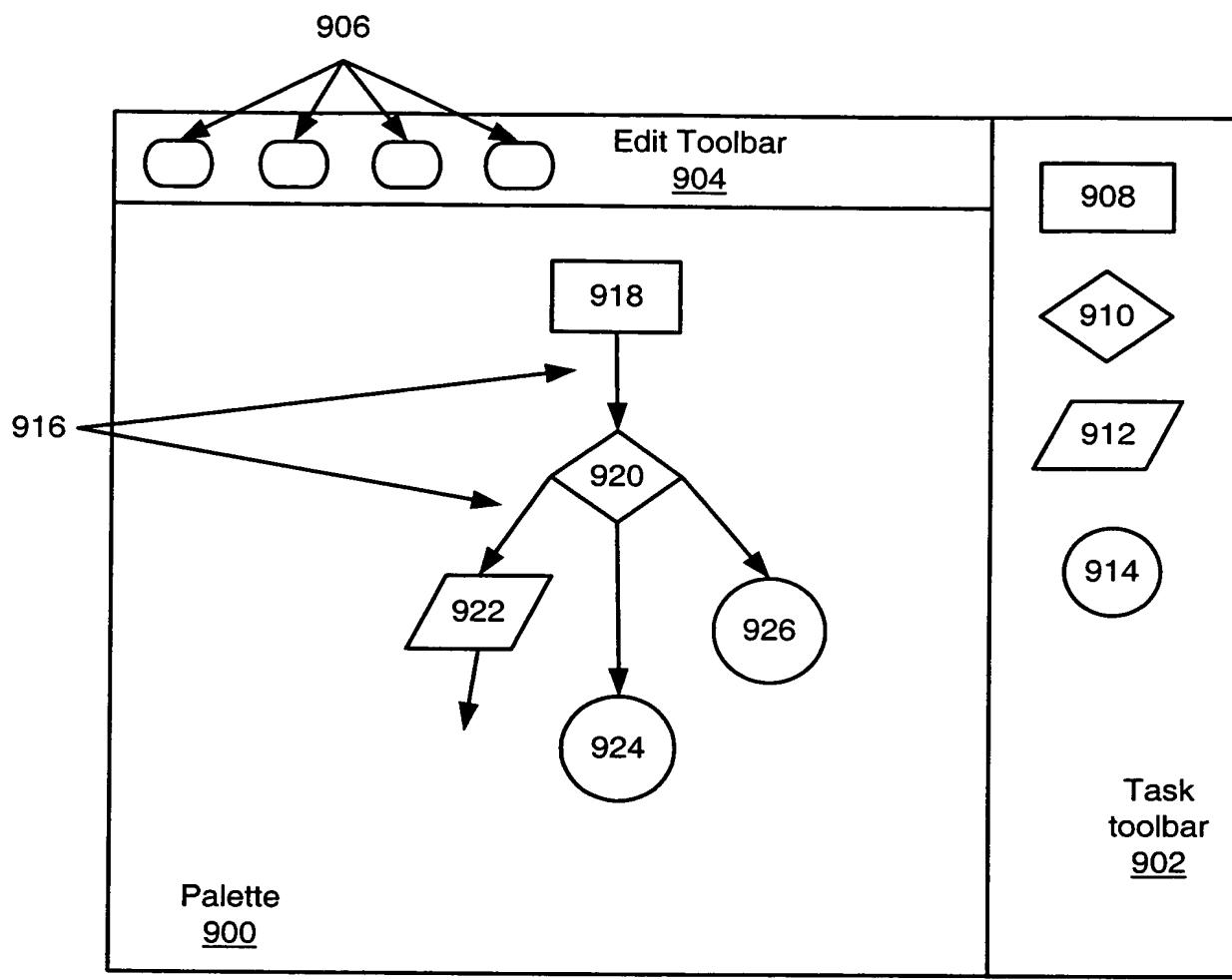


FIG. 19